

From: Donna Duggan
To: Microsoft ATR
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Subject: Microsoft Settlement

I heard about the opportunity for the public to comment on the proposed settlement, so I figured I would at least give it another try. We believe that the settlement as agreed is just and fair, and we also believe that the time is long past to get this over with. Innovation and progress can not flourish in this type of continuously litigious environment (I am not a lawyer, so I don't know how that word is spelled, but basically I am sick and tired of all the lawyers filing law suits!). Neither can the U.S. economy, which desperately needs help. Basically, we are sick and tired of some of these companies and their CEOs, who seem to be thriving on the publicity that their constant negativity is bringing them. I never hear them talk about their products and how good they are. I only hear them talk about how bad Microsoft is. Could there be a reason for this?

I have said it before, and I will say it again. Neither one of us works for Microsoft, and we also do not know a great deal about computers, so I don't think we are terribly biased in all of this. But I do know how to find and download a product that I want, and I know how to get rid of one I don't want. I was not surprised to find Internet Explorer on my PC, and I was also not surprised to find Netscape Navigator on my iMac. I was surprised at how terrible Netscape was, and how many times it caused my computer to crash. When I had finally had enough, I switched to Internet Explorer, and have had no problems. It seems to me that many of these companies would be better served by recruiting and hiring talented programmers who are capable of putting out a reasonable stable quality product, than by suing their competitors. This is the reason that we are currently using Microsoft products; not because of their monopoly, which as far as I am concerned is the natural monopoly of a better product.

I also fail to see how antitrust laws do anything to help the consumer. My perception in the past is that they tend to make my busy life even more busy and difficult. Witness our telephone bill, which is now beyond the comprehension of most non-accountants or Rhodes Scholars. Is this making my life better? I don't think so. I want my computer(s), and their related software, on which I have become dependent, to function as a seamless, single entity. I like not having to connect to the internet, and having my computer do it for me. If some people don't, give them that option, but let me keep mine also. But most of all, I would like these companies to work together for the betterment of the industry, and get over their destructive sour grapes. I know - fat chance. But can't they at least try?

Thank you.

Jim and Donna Duggan

